

# Student Credit Management Collections Organizational Chart

Jennifer Douglas  
General Manager  
Students Channel

Sybil Phillips  
Director  
Student Credit Mgmt

Gary Hopkins  
Director  
Collections

Vacant  
Regional Director

Freda Heppner  
Regional Director

Diane Spadoni  
Regional Director

Jane Bryson  
Regional Director

## Washington, DC

Shirley Wheeler	Systems & Contracts
Adara Walton	Program Management

## Atlanta, GA

John Jordan	AWG Hearings
Elmyra Trent	Loan Services
Adam Evans	Contract Services
Lynda Gaddy	AWG Non-Compliance

## Chicago, IL

Lorene Bills	TOP Hearings
Juanita Ford	Loan Services
John Hilton	Contract Services
William Pranchke	IV&V

## San Francisco, CA

Larry Graeber	GA Hearings
Robert Jahnke	Loan Services
Ronald Robinson	Contract Services
Myron McNeil	Litigation Services